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Serial Number: 09/540,502
Filing Date: March 31, 2000
Title: CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER INTERACTIONS

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IN THE CLAIMS

Please amend claims 1, 6, 11, 16, and 18 as follows:

1.   (Currently Amended) A method for managing the cross-channel interactions of a customer, comprising:

identifying a first interaction on a first channel and a second interaction on a second channel, wherein the first and second channels are different channels;

identifying a customer associated with the interactions, wherein the interactions are occurring concurrently;

recording a dialogue corresponding to the first and second interactions; and

using the dialogue to modify at least one of the interactions.

2.   (Original) The method of claim 1, further comprising:

using the dialogue to modify at least one of the channels.

3.   (Original) The method of claim 1, further comprising:

identifying a first subject matter associated with the first interaction and a second subject matter associated with the second interaction;

connecting a first service provider to the first interaction based upon the first subject matter and the first channel; and

connecting a second service provider to the second interaction based upon the second subject matter and the second channel.

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4.   (Original) The method of claim 3, further comprising:

enforcing a plurality of business policies for each of the channels and each of

the interactions; and

enforcing a plurality of customer profiles for each of the channels and each of

the interactions.

5.   (Original) The method of claim 4, further comprising:

alerting the first service provider to take a plurality of actions with the customer

based upon the first interaction, the first channel, the first subject matter, the business

policies, and the customer profiles.

6.   (Currently Amended) An apparatus for managing cross-channel interactions

between a customer and a business, comprising:

a plurality of devices interfaced to the customer;

means for identifying a first interaction on a first channel of one of the devices

and a second interaction on a second channel of another of the devices, wherein the first

and second channels are different channels;

means for recording a dialogue corresponding to the first interaction and the

second interaction;

means for associating the customer with the first and second interactions, wherein

the interactions are occurring concurrently; and

means for using the dialogue to modify at least one of the interactions.

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7.   (Original) The apparatus of claim 6, further comprising:

means for using the dialogue to modify at least one of the channels.

8.   (Original) The apparatus of claim 6, further comprising:

means for storing a customer profile associated with each of the interactions; and

means for retrieving the customer profile associated with each of the interactions.

9.   (Original) The apparatus of claim 8, further comprising:

means for enforcing a plurality of business policies for each of the channels and

each of the interactions; and

means for enforcing the customer profiles for each of the channels and each of the

interactions.

10.   (Original) The apparatus of claim 9, further comprising:

means for identifying a first subject matter associated with the first interaction and

a second subject matter associated with the second interaction;

means for connecting a first service provider to the first interaction based upon the

first subject matter and the first channel;

means for connecting a second service provider to the second interaction based

upon the second subject matter and the second channel; and

means for alerting the service providers to take a plurality of actions with the

customer based upon the interactions, the channels, the subject matters, the business

policies and the customer profiles.

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11.   (Currently Amended) A method for managing the cross-channel interactions of a customer while the interactions are occurring, comprising:

concurrently establishing a session including a first interaction on a first channel and a second interaction on a second channel, wherein the first and second channels are different channels;

identifying a customer associated with the interactions;

recording a dialogue associated with the first interaction and the second interaction during the session; and

modifying at least one of the interactions using the dialogue before the session terminates.

12.   (Original) The method of claim 11, further comprising:

modifying at least one of the channels using the dialogue before the session terminates.

13.   (Original) The method of claim 11, further comprising:

storing a customer profile during the session; and

retrieving the customer profile during the session.

14.   (Original) The method of claim 13, further comprising:

enforcing a plurality of business policies for each of the channels and for each of the interactions during the session; and

enforcing the customer profiles for each of the channels and for each of the interactions during the session.

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15.   (Original) The method of claim 14, further comprising:

identifying one of a plurality of subject matters associated with each of the interactions during the session;

connecting one of a plurality of service providers for each interaction based upon the subject matter associated with the interaction and the channel associated with the interaction during the session;

alerting one of a number of the service providers to take a plurality of actions with the customer based upon the interactions, the channels, the subject matters, the business policies and the customer profiles during the session.

16.   (Currently Amended) A method for customizing customer interactions which are initiated by the service provider, comprising:

providing a customer profile database;

storing in the customer profile database a plurality of concurrent dialogues occurring with a customer;

initiating a service provider; and

establishing an interaction initiated by the service provider with a customer extracted from the customer profile database wherein the interaction occurs over multiple different a channels.

17.   (Original) The method of claim 16, further comprising:

extracting a customer profile from the customer profile database;

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enforcing a plurality of business policies for the interaction and the channel; and

enforcing the customer profile for the interaction and the channel.

18.   (Currently Amended) A method for connecting a customer interaction to a service

provider based upon the interaction and the subject matter of the interaction, comprising:

concurrently establishing a first interaction on a first channel and a second

interaction on a second channel with a customer, wherein the first and second channels are

different channels;

identifying a first subject matter associated with the first interaction and a second

subject matter associated with the second interaction;

selecting a first service provider for the first interaction based upon the first

subject matter and the first channel;

selecting a second service provider for the second interaction based upon the

second subject matter and the second channel;

connecting the first service provider to the customer through the first interaction;

and

connecting the second service provider to the customer through the second

interaction.

19.   (Original) The method of claim 18, further comprising:

enforcing a plurality of business policies for each of the channels and each of the

interactions; and

enforcing a plurality of customer profiles for each of the channels and each of the

interactions.

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20.   (Original) The method of claim 19, further comprising:

alerting the first service provider to take a plurality of actions with the customer

based upon the first interaction, the first channel, the first subject matter, the privacy

policies, the business policies, and the customer profiles; and

alerting the second service provider to take a plurality of actions with the

customer based upon the second interaction, the second channel, the second subject

matter, the business policies, and the customer profiles.